



United States Bankruptcy Court  
District of Rhode Island

**CUSTOMER SERVICE SURVEY**

US Bankruptcy Court  
380 Westminster Street  
Providence, RI 02903  
401-528-4477 ext. 49

The Clerk's Office of the United States Bankruptcy Court is conducting this survey to assess the quality of service that the Operations Staff (*CASE MANAGERS AND INTAKE*) provides to you, our customer. The results of this survey will play a major role in our ongoing commitment to provide you with the highest level of customer service. We would appreciate your taking a few minutes to complete this survey and return it to the Clerk of Court by mail, or deposit it in the designated box in the public area. Since we are looking for the greatest amount of feedback from all types of users, we encourage you to make additional copies of the survey and distribute them within your office to other users of the Bankruptcy Court.

◆ Please check the following category that best describes you, as a customer:

- ☐ Attorney      ☐ Trustee      ☐ Paralegal      ☐ Legal Secretary      ☐ Courier  
☐ Debtor with an Attorney      ☐ Debtor without an Attorney      ☐ Creditor  
☐ Other \_\_\_\_\_

For each of the following criterion, please circle the number on the scale that best represents your level of satisfaction with the telephone and counter service provided by the Operations staff (case managers and intake) of the Bankruptcy Clerk's Office.

	Telephone Service				Counter Service			
	Very Satisfied	Satisfied	*Dissatisfied	Not applicable No opinion	Very Satisfied	Satisfied	*Dissatisfied	Not applicable No opinion
1. Professionalism/Courtesy	1	2	3	4	1	2	3	4
2. Knowledge	1	2	3	4	1	2	3	4
3. Helpfulness	1	2	3	4	1	2	3	4
4. Efficiency/Accuracy/Timeliness	1	2	3	4	1	2	3	4
5. Consistency of Information	1	2	3	4	1	2	3	4
6. <u>Accessibility</u>								
a) Accessibility of Staff	1	2	3	4	1	2	3	4
b) Accessibility to Information	1	2	3	4	1	2	3	4
c) Accessibility to Files	1	2	3	4	1	2	3	4
7. <u>Responsiveness</u>								
a) Waiting in line at Counter	1	2	3	4	1	2	3	4
b) Returning Phone Calls	1	2	3	4	1	2	3	4
8. In general, how would you rate your overall satisfaction with the Clerk's Office?	1	2	3	4	1	2	3	4

**\*Please explain below (or on the back) if you rated any of the above categories as dissatisfied.  
A detailed explanation will help us to improve our services to the public.**

Comments/Suggestions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE RETURN THIS SURVEY TO OUR OFFICE BY NOVEMBER 30, 2001**